

City of Fort Worth, Texas Job Description

Classification Title	Human Services Coordinator		
Job Code:	PR1700	Job Family:	Professional
Pay Grade	608	Date Reviewed:	n/a
FLSA Status	Exempt	Date Revised:	11/28/16

GENERAL SUMMARY

Oversees and coordinates assigned community services programs, including serving the needs of citizens through community service centers. Ensures work quality and adherence to established policies and procedures; and performs the more technical and complex tasks relative to assigned area of responsibility.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Oversees and coordinates assigned community services programs, including serving the needs of the citizens through community service centers. Develops and updates program policies and procedures.
2. Establishes schedules and methods for providing citizen assistance services; identifies resource needs; reviews needs with appropriate management staff; and allocates resources accordingly.
3. Monitors and evaluates the quality, responsiveness, efficiency and effectiveness of assigned human services program, service delivery methods and procedures; and works with employees on the continuous improvement of human services.
4. Recommends and assists in the implementation of goals and objectives; and implements approved policies and procedures.
5. Manages daily programmatic components of several social services grants. Ensures compliance with processes and procedures.
6. Participates in the preparation and administration of program budget; submits budget recommendations; and monitors expenditures.
7. Prepares analytical and statistical reports on operations and activities; and compiles federal, state and local entities' reports.
8. Attends meetings, presentation and trainings; and participates on boards.
9. Performs other related duties as required.
10. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

When assigned to Neighborhood Services:

1. Provides intake, assessment, and case management services; conducts interviews; counsels and assesses clients; provides referrals as appropriate and necessary.
2. Supervises assigned Community Action Partners staff and oversees the case management work at the various sites.
3. Completes all required reports for the site, including CSBG (community service block grant) Coordinator report and TOP (transition out of poverty) tally.
4. Attends workshops, conferences and classes that pertain to the delivery of social services in the community.
5. Coordinates activities with Neighborhood Advisory Councils; provides support to a variety of programs including the Food Pantry, Clothing Bank, and Emergency Fund.
6. Provides assistance to facilitate the use of the centers or premises by a variety of agencies to promote community services including health care, and counseling.
7. Plans, develops and administers seasonal and educational programs for the community.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Office equipment including computers and supporting word processing and spreadsheet applications.
 - Community resources available in assigned program area.
 - Methods and techniques of interviewing clients in assigned program area.
 - Policies and procedures of maintaining records in assigned program area.
 - Pertinent Federal, State and local laws, codes and regulations.
 - Agencies and organizations providing social and community services.
 - Case management and social services.
 - Grant writing, guidelines and compliance.
- **Skill in:**
 - Computers and applicable software.
 - Organization and time management.
 - Problem solving and analysis.
 - Customer service.
 - Fiscal management.
 - Negotiation.
 - Conflict resolution.
 - Interpersonal relations.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Interpret and explain City policies and procedures.
 - Analyze statistics and data and apply to assigned program area.
 - Prepare clear and concise reports.
 - Manages records.

- Promote events and community partners.
- Prepare agendas and minutes.
- Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university with major course work in sociology, psychology, social work or a related field and four years of community services or human services counselling experience, including one year of administrative responsibility.

OTHER REQUIREMENTS

None.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.